



**MOTOROLA**

EN

MOTOROLA **i418**

# CONGRATULATIONS

## MOTOROLA I418

Get the convenience of push-to-talk calls together with a sleek design in an affordable package.

- **Private Calls:** Stay in touch with your family, friends, and colleagues with the simple touch of a button.
- **My Phone, My Way:** It's your phone—make it that way. Customize your home screen with personal pictures, and change wallpapers and ringtones.

**Caution:** Before assembling, charging, or using your phone for the first time, please read the important safety, regulatory and legal information provided with your product.

**SAR** This product meets the applicable SAR limits of 1.6 W/kg (FCC & IC) and 2.0 W/kg (ICNIRP). The limits and guidelines include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The highest SAR values measured for this device are listed in the regulatory information packaged with your product.

## MORE INFORMATION

**On your computer:** Go to [www.motorola.com/support](http://www.motorola.com/support)

# YOUR PHONE

*the important keys & connectors*



**Note:** Your phone might look a little different.

# CONTENTS

<b>MENU MAP</b> .....	<b>4</b>
<b>LET'S GO</b> .....	<b>5</b>
<b>BASICS</b> .....	<b>7</b>
<b>CALLS</b> .....	<b>11</b>
<b>PUSH-TO-TALK</b> .....	<b>13</b>
<b>SDG CALLS</b> .....	<b>15</b>
<b>WEB</b> .....	<b>16</b>
<b>TEXT ENTRY</b> .....	<b>17</b>
<b>CONTACTS</b> .....	<b>18</b>
<b>MESSAGING</b> .....	<b>19</b>
<b>PERSONALIZE</b> .....	<b>22</b>
<b>CAMERA</b> .....	<b>24</b>
<b>MULTIMEDIA</b> .....	<b>25</b>
<b>BLUETOOTH™ WIRELESS</b> .....	<b>28</b>
<b>MEMORY CARD</b> .....	<b>30</b>
<b>TOOLS</b> .....	<b>32</b>
<b>SECURITY</b> .....	<b>36</b>
<b>SAFETY, REGULATORY &amp; LEGAL</b> .....	<b>38</b>

# MENU MAP

## MAIN MENU



### Recent Calls



### Contacts

- [New Contact]
- [New SDG List]
- [New Msg Group]



### Messages

- [Create Message]
- Voice Mail
- Inbox
- Drafts
- Outbox
- Sent Items
- Net Alert



### Web

- Net



### Multimedia

- Media Center
- My Images
- My Music
- My Videos
- Camera
- Camcorder
- Ring Tones
- VoiceRecord



### Push To Talk

- Call Alert
- PT Manager
- Quick PTT
- PTT Options
- PTT Help



### Games and Apps

- Buy More
- Alarm Clock Plus
- My Images
- My Music
- My Videos
- Java System
- Memory Card



### Tools

- My Info
- Profiles
- Alarm Clock Plus
- Bluetooth
- GPS
- Datebook
- Call Timers
- Memo



### Settings

- (see **Settings** menu)

This is the standard main menu layout.  
**Your phone's menu may be different.**

# LET'S GO

*let's get you up and running*

## ASSEMBLE & CHARGE

1

Remove back cover.



2

Insert SIM card



SIM



micro  
SIM



SIM & Adapter

3

Insert microSD card.



4

Replace battery cover.



5


Charge.




**Caution:** Please read "**BATTERY USE & SAFETY**" on page 38.


**Note:** A microSD card may not be included with your phone.

## TURN IT ON & OFF

To turn on your phone, press and hold Power/End  for a few seconds or until the display turns on. If prompted, enter your four-digit unlock code.




**Note:** If you press Power/End  for more than four seconds, the phone will turn on in **Transmitters Off** mode.

To turn off your phone, press and hold Power/End .

## ENABLE SECURITY



You will need to enable security the first time you turn on your phone or within 10 days of using your phone.

- 1 Press **Ok**.
- 2 You are prompted to enable security. Press **Yes** and follow the on-screen instructions.
- 3 Press Power/End  to return to the home screen.





# BASICS

## ABOUT THIS GUIDE

This guide shows how to locate a menu feature as follows:

**Find it:** Menu  >  **Settings** > **Phone Calls**

This means that, from the home screen:

- 1 Press the Menu key  to open the main menu.
- 2 Press the navigation keys to scroll to the  **Settings** menu option, and press Play/Pause  to select it.
- 3 Press the navigation keys to scroll to **Phone Calls**, and press Play/Pause  to select it.

## HOME SCREEN

Your phone shows the *home screen* when you are not on a call or using the menu.





**Note:** Your home screen might look different from the one shown, depending on your service provider.

*Soft key labels* in the home screen show the current soft key functions.


Indicators at the top of your phone's display provide important status information.

Indicators			
	Signal Strength		No Service
	Active Phone Line		New Message
	Speaker On		Packet Data
	Speaker Off		Battery Level
	Ringer Off		Bluetooth™ On
	Vibrate All		New Voicemail

## CAROUSEL MENU

Get quick access to your favorite applications, right on your home screen.



### OPEN APPLICATIONS

- 1 Press the Navigation Key left or right until you highlight the desired application.
- 2 Press Play/Pause  to launch the application.



**Note:** Availability of the Carousel is dependent on your service provider.

## CHOOSE APPLICATIONS

Customize the Carousel with your most often used applications.

**Find it:** Menu  >  **Settings > Personalize > Carousel**

## AUTO HIDE

To set the Carousel to hide when not in use, press Menu  >  **Settings > Personalize > Carousel > Auto Hide.**

## ADJUST VOLUME


Press the volume keys up or down to:

- change the earpiece volume during calls
- change the ringer volume from the home screen
- turn off a call alert before answering the call



**Tip:** While on the home screen, press and hold the volume key down until your phone vibrates to set your ringer to **Vibrate All**.

## NAVIGATION KEY

Press the navigation key up, down, left, or right to scroll to items in the display. When you highlight an item, press Play/Pause  to select it.



## TRANSMITTERS

Consult airline staff about the use of the **Transmitters Off** feature during a flight. Turn off your phone whenever instructed to do so by airline staff.

**Find it:** Menu  >  **Settings** > **Advanced** > **Transmitters** > **Off**


**Transmitters Off** turns off your phone's calling and Bluetooth features in situations where wireless phone use is prohibited. You can use the phone's other non-calling features when the transmitters are turned off.


**Note:** When you select **Transmitters Off**, all wireless services are disabled. Emergency calls can still be made.


# CALLS

*it's good to talk*

## MAKE & ANSWER CALLS

Enter a number, then press Talk .

To answer a call, press Talk .


To end a call, press Power/End .




## HANDSFREE


**Note:** Using a mobile device or accessory while driving may cause distraction and may be illegal. Always obey the laws and drive safely.

During a call:


- To use the speakerphone, press **Speaker**.
- To connect a Bluetooth device, press Menu  > **Use Bluetooth**.

## RECENT CALLS

**Find it:** Menu  >  **Recent Calls**

**Tip:** When you are in the home screen, you can press Talk  to go to **Recent Calls**.


The recent calls list contains information associated with the last 20 calls you have made and received.



To display call details, highlight an entry and press Play/Pause .

## EMERGENCY CALLS

**Note:** Your service provider programs one or more emergency phone numbers that you can call under any circumstances, even when your phone is locked. Emergency numbers vary by country. Your pre-programmed emergency number(s) may not work in all locations, and sometimes an emergency call cannot be placed due to network, environmental, or interference issues.

**1** Enter the emergency number.

**2** Press Talk  to call the emergency number.

**Note:** Emergency calls can't be placed while the keypad is locked, or if the phone is displaying a No Service message. To unlock the keypad, press Menu  > .

**Note:** Your phone can use location based services (GPS and AGPS) to help emergency services find you. See “**LOCATION SERVICES**” on page 47.

## COOL DOWN

In very limited circumstances, such as where your phone has been exposed to extreme heat, you may see “Cool Down” messages. To avoid possible damage to your battery and phone, you should follow these instructions until the phone is within its recommended temperature range. When your phone is in “Cool Down” mode, only emergency calls can be made.

# PUSH-TO-TALK



*one or more, talk to them all*

## PRIVATE CALLS

Private calls are push-to-talk calls between two people.

### MAKE AND ANSWER PRIVATE CALLS

To **make** a private call:


- Enter the recipient's PTT number.
- Press Menu  >  **Contacts**, and select a contact that has a PTT number.




To **talk**, press and hold the PTT Button.

To **listen**, release the PTT Button.

To **answer** a private call, press the PTT Button after the caller has stopped talking.

To **end** a private call, press Power/End  or do nothing. The call will end after a few seconds.

### SET PUSH-TO-TALK SPEAKER

You can listen to push-to-talk calls through your phone's speaker or earpiece. Press Speaker  to turn the speaker on or off.



## CALL ALERTS

Use call alerts to tell someone you want to speak to them.

To **send** a call alert:

- Enter a Private ID, and press **Alert**. When prompted, press the PTT Button.
- Press **Contacts**, and highlight a contact containing a Private ID. Press **Alert**, and press the PTT Button when prompted.

When you **receive** a call alert, you can:

- **Answer:** Press the PTT Button to begin a private call with the sender.
- **Queue:** Press **Queue** to store the call alert to the call alert queue.
- **Clear:** Press **Clear** to dismiss and delete the call alert.

**Note:** Call alerts will automatically be moved to the queue after a few minutes of inactivity. You won't be able to make phone calls or private calls until the call alert is moved, or you've chosen one of the options above.

## TURN OFF A CALL ALERT

You can press the volume keys to turn off a call alert before answering the call.

## SDG CALLS

Need to talk to more than one person at a time? With SDG (Selective Dynamic Group) calls you can talk to up to 20 people at a time.

**Note:** SDG calls may not be available from your service provider. To store groups on your phone you need a group-call-capable SIM card. Contact your service provider for more information.

## CREATE SDG LISTS IN CONTACTS

**Find it:** Menu  >  **Contacts**

- 1 Select **[New SDG List]**.
- 2 If you want to assign a name to the SDG list, enter the name.

**Note:** If you do not assign a name, the SDG list is named "SDG" followed by the number of members in the SDG list. For example, "SDG (8)" for an SDG list with eight members.

- 3 Add Private IDs.
- 4 Press **Save**.

## MAKE SDG CALLS

- 1 From Contacts or the recent calls list, scroll to or select the SDG list you want.
- 2 Press the PTT button.



## WEB


**Find it:** Menu  >  **Web** > **Net**

**Note:** Your service provider may charge you to surf the Web or download data.

## GO TO A WEB SITE



- 1 From the home page, select **Go to URL**.
- 2 Press **Edit**.
- 3 Enter the web address and press **Done**.
- 4 Press **Option** and select **accept** to go to the web site.

## CREATE A BOOKMARK

- 1 While on a web page, press and hold Menu  > **Bookmark Page**.
- 2 Name the bookmark and select **Save**.

## ACCESS A BOOKMARK


From a web page:


- 1 Press and hold Menu  > **View Bookmarks**.
- 2 Highlight a bookmark and press Play/Pause , or press its number on the keypad.


# TEXT ENTRY

Your phone provides convenient ways to enter text.

## CHANGE CHARACTER INPUT MODE



While entering text, press Menu , options.

Options	
<b>Alpha</b>	Enter a single letter at a time. Press a key to cycle through the characters. To select a character, press another key or wait a second.
<b>Word</b>	Predicts words as you enter text. Press the Navigation Key right to accept word. If incorrect, press and hold the Navigation Key down for other options. Highlight a word and press Play/Pause  to select.
<b>Symbols</b>	Enter symbols.
<b>Numeric</b>	Enter numbers.
<b>Text Input Settings</b>	Select desired entry language and Word Prediction features.
<b>Insert</b>	Select an item to be inserted. <b>Note:</b> Only available with MMS.

**Tip:** When entering text, press and hold  to change letter capitalization (**Abc** > **ABC** > **abc**).

# CONTACTS


## STORE A PHONE NUMBER OR PRIVATE ID

Find it: Menu  >  **Contacts** > **[New Contact]**

- 1 Enter a name for the new contact. Each contact's name can contain up to 20 characters.
- 2 Select a ringtone.
- 3 Select a type for the contact (**Mobile**, **Private1**, **Private2**, **Work1**, **Work2**, **Home**, **Email1**, **Email2**, **Fax**, **Pager**, **Talkgroup**, **SDG**, **Msg Group**, **IP**, or **Other**). Choose **Private1** or **Private2** to store a Private ID.
- 4 Enter the number for the contact and press **Save**.

## CALL A STORED PHONE NUMBER OR PRIVATE ID

Find it: Menu  >  **Contacts**



- 1 Scroll to the contact.
- 2 If the contact contains more than one number, scroll left or right until the type of number you want to call appears (such as **Mobile**, **Private1**, **Work1**, **Work2**, **Home**).
- 3 If you chose a phone number, press Talk  to begin a call. If you chose a Private ID, Talkgroup ID, or SDG list, press and hold the PTT Button to start a call.


# MESSAGING

**Find it:** Menu  >  **Messages**

Your phone can use both SMS and Multimedia Messaging Service (MMS) messaging. The type of messaging your phone uses is determined by your service provider.


## CREATE & SEND MESSAGES

**Find it:** Menu  >  **Messages** > **[Create Message]**

**1** Enter the phone number of the person you want to send the message to and press **Play/Pause** , or press **Search** to select a contact or recent call.

**2** Enter your message in the **Message** field.

**3** Or add a picture, sound, or quick note:


- Quick notes are short, pre-written phrases. Press **QNotes** to enter a quick note.
- To insert pictures, sounds (audio files), or voice recordings into the body of your message, press Menu  > **Insert** > **Insert Picture**, **Insert Audio**, **Insert Video**, **Capture Video**, **Capture Picture**, **Record Voice**, or **Record Video**.

**Note:** To remove an item from a message, highlight it and press **Delete**.


- To attach a file to the end of your message, select **....MORE....** > **Attach** > **[New Attach]** > **Browse**

**Pictures, Capture Picture, Browse Audio, Record Voice, Browse Video, Record Video.**

**Note:** You can only attach pictures and audio files if they're not forward locked or DRM-protected.

**Tip:** To remove an attachment, select **Attach**. Highlight the attachment to remove, and press Menu  > **Unattach**.



**Note:** You can't attach or insert files in SMS messages.

4 When finished, press Play/Pause .

5 To send the message, press **Send**.

## RECEIVE MESSAGES

- To view the message, press **Read**.
- To dismiss the message notification, press **Exit**.

To read your messages later, press Menu  >  **Messages** > **Inbox**.

## MESSAGE GROUPS

You can create a message group to send messages to a group of up to 20 contacts.

**Note:** Your service provider may not support this feature.

## CREATE MESSAGE GROUPS

**Find it:** Menu  >  **Contacts** > **[New Msg Group]**

- 1 Select **[Add Member]** and select the contacts you want to add to the group.
- 2 When you're finished press **Done**.
- 3 Enter a name for the group in the **Name** field.

**Note:** If you don't name the group, it will be named **Msg Group** followed by the number of group members. For example, **Msg Group (3)**.

- 4 Press **Save**.



## VOICEMAIL

To receive voicemail, you'll need to contact your service provider to set up a voicemail account.

## RECEIVING A MESSAGE

To listen to the message, press **Call**.

To dismiss the notification, press **Back**.



To listen to your messages later, press Menu  >  **Messages** > **Voice Mail**.

# PERSONALIZE

## RINGTONES



**Find it:** Menu  >  **Multimedia** > **Ring Tones**

- 1 Make sure **Vibrate All** is set to **Off**.
- 2 Scroll through the list of ringtones and select one to assign. **Vibrate** sets your phone to vibrate instead of making a sound. **Silent** sets your phone to neither vibrate nor make a sound.
- 3 Select the features, such as **Messages**, you want to assign the ringtone to.
- 4 When you're finished press **Done**.

**Note:**  appears if the phone is set to **Silent**.  appears if the phone is set to **Vibrate All**.

## SET TO VIBRATE

You can set your phone to vibrate for all calls and alerts.



**Find it:** Menu  >  **Multimedia** > **Ring Tones** > **Vibrate All**

Set this option to **On** or **Locked**.

To turn the ringer on when **Vibrate All** is set to **On**, press the volume key up. To turn the ringer on when **Vibrate All** is set to **Locked**, press and hold the volume up key until the phone vibrates, then press the volume key up again.


## BACKLIGHT

Set the amount of time the backlight remains on or turn it off to extend battery life.

**Find it:** Menu  >  **Settings > Display/Info > Backlight**



## WALLPAPER

**Find it:** Menu  >  **Settings > Display/Info > Wallpaper**

- 1 Select **Wallpaper**.
- 2 Scroll through the list of pictures and press Play/Pause  to select a picture.

You can set the wallpapers to change automatically by selecting **Auto Cycle**.

## MENU LANGUAGE

**Find it:** Menu  >  **Settings > Display/Info > Language**

## PROFILES



Your phone has different profiles. You can customize ringtones, display settings, call settings, volume, and call filters.



**Find it:** Menu  >  **Tools > Profiles**




# CAMERA

## TAKE PHOTOS


**Find it:** Menu  >  **Multimedia** > **Camera**

- 1 Aim the camera lens and press the navigation key up to zoom in or down to zoom out. To change the picture size, press the navigation key left or right.
- 2 Press **Capture** or press Play/Pause  to take the picture.
- 3 To save the picture to memory, press Menu  and select **Save** to store, press **Discard** to delete it, or you can press **Send** to send it in an MMS message.

## SHARE

To send the picture you've just taken via Bluetooth, PTT, or MMS message, press Menu  > **Send Via ...**

## CAMERA OPTIONS

To set camera options such as **Zoom**, **Picture Quality**, and **Picture Size**, press Menu .


# MULTIMEDIA

## MY MUSIC







### PLAY MUSIC FILES

**Find it:** Menu  >  **Multimedia > My Music**



To play a **Song, Album, Playlist, Genre, or Artist**, highlight it and press **Play**.

To view the contents of an **Album, Playlist, Genre, or Artist**, highlight it and press Play/Pause .

### MUSIC PLAYER CONTROLS



Options	
<b>Play/Pause</b>	To play a song press Play/Pause  . To pause a song, press Play/Pause  .
<b>Next/ previous song</b>	Press Fast Forward  (next) or Rewind  (previous).
<b>Fast Forward/ Rewind</b>	Press and hold Fast Forward  or Rewind  .

### PLAYLISTS

**Find it:** Press Menu  >  **Multimedia > My Music > Playlists > [Create New]**


To add a song to the Favorites playlist, highlight it and press Menu  > **Add To Favorites**.



## PODCASTS


**Find it:** Menu  >  **Multimedia** > **My Music** > **Podcasts**

### PODCAST HIGHLIGHTS

Use highlights to mark parts of a podcast.



To add a highlight, press Menu  > **Add Highlights**. Press **On** to mark the beginning, and **Off** to mark the end. When finished, press **Back**.

**Tip:** When playing a podcast, press Menu  > **Clear** to delete a highlight, or press Menu  > **Edit Highlights** > **Clear All Highlights** to delete them all.

Press the Navigation Key left or right to move between highlights, or press Menu  > **Highlights Only** to skip everything not marked as a highlight.


## FM RADIO

**Note:** Your service provider may not support FM radio.

**Find it:** Menu  >  **Multimedia** > **My Music** > **FM Radio**

**Note:** A wired 3.5mm headset is required for radio use.

### FIND A STATION

Press the navigation key up or down to search for stations, or press Menu  > **Enter Freq.** to use your key pad to enter a station.

## STATION PRESETS

Your phone can store up to nine station presets.

To store a station, tune into it and press and hold a number (1-9) on your keypad.

To tune in a station preset, press its number.



## MY IMAGES

My Images lets you browse, edit, and view images on your phone or memory card.



### VIEW IMAGES

**Find it:** Menu  >  **Multimedia** > **My Images**


Press Menu  > **Slideshow** to view a slide show of all the images in the current folder.


Press  and  to switch between images stored on the phone's memory and the memory card.

## MY VIDEOS

**Find it:** Menu  >  **Multimedia** > **My Videos**

### VIEW VIDEOS



To view a video, select a folder, highlight the file, and press Play/Pause .

**Tip:** Videos are displayed in portrait by default. To change to landscape, press Menu  > **Full Screen**.

# BLUETOOTH™ WIRELESS

*lose the wires and go wireless*

## TURN BLUETOOTH POWER ON OR OFF

**Find it:** Menu  >  **Tools** > **Bluetooth** > **Setup** > **Power**





**Note:** To extend battery life, turn Bluetooth off when not in use.

## CONNECT DEVICES

**Note:** This feature requires an optional accessory.

**1** Make sure the Bluetooth device is discoverable.

**Note:** Refer to the Bluetooth device guide for details.

**2** Press Menu  >  **Tools** > **Bluetooth** > **Audio Devices** > **[Look for Devices]** to connect to an audio Bluetooth device. Press Menu  >  **Tools** > **Bluetooth** > **Pair to Devices** to connect to any other type of Bluetooth device.

**3** Select your Bluetooth device from the list.

**4** Press **Yes** when you're prompted to bond.

**5** If prompted, enter the Bluetooth PIN, such as **0000**.

**6** Press **Ok**.

**Note:** Using a mobile device or accessory while driving may cause distraction and may be illegal. Always obey the laws and drive safely.

## RECONNECT DEVICES

To automatically reconnect to a paired device, simply turn it on.

To manually reconnect with a paired device, select the device in the **Audio Devices** list.

## DISCONNECT DEVICES

To automatically disconnect from a paired device, simply turn off the device.

To manually disconnect from a paired device, select the device in the **Audio Devices** list. When prompted to disconnect, press **Yes**.

# MEMORY CARD

## MEMORY CARD FOLDER STRUCTURE



When you first insert a memory card into your phone, it creates five folders labeled **Audio**, **Image**, **Music**, **Podcast**, and **Video**. In order for your phone to access supported media files, those files must be stored in the appropriate folder. For example, a music file stored in the Image folder cannot be accessed by **My Music**.

## FILE NAMES

Your phone will not recognize file names longer than 255 characters. If this happens, rename the file and reload it on to the memory card.

## MEMORY CARD ACCESS

Enable memory card access before connecting your phone to your computer.

**Find it:** Menu  >  **Settings > Connections > USB > Memory Card Access**

Once connected, your phone will appear as a removable drive.

## USB DRAG & DROP

Transfer files from your computer to your phone's memory card.


**Note:** Copyright—do you have the right? Always follow the rules. See “**EXTREME HEAT OR COLD**” on page 49.


- 1 With a memory card inserted, connect a micro USB cable from your phone to your computer.

**Note:** Make sure to connect the phone to a high power USB port. Typically, these are located directly on your computer.


- 2 On your computer, double click “My Computer,” locate your phone, and click on the icon to open it.
- 3 Drag and drop the files into the appropriate folder.
- 4 When finished, use the “Safely Remove Hardware” feature to disconnect the phone.


## REMOVE OR FORMAT YOUR MEMORY CARD

To format your memory card, press Menu  >

 **Settings > Memory Card > Format Card.**

**Warning:** All data on your memory card will be deleted.

To remove your memory card, press Menu  >

 **Settings > Memory Card > Remove Card.**





# TOOLS



## DATEBOOK

### Features

#### create datebook events

To create a new Datebook event press Menu  >  **Tools** > **Datebook** > **[New Event]**.




#### see datebook events

To see a datebook event press Menu  >  **Tools** > **Datebook**. Press the navigation key left or right to see the day and up or down to see the events.





## VOICE RECORD

### Features

#### create a voice record

Press Menu  >  **Multimedia** > **VoiceRecord** > **[New VoiceRec]**. Press Play/Pause  to stop recording.

#### playing voice records

Press Menu  >  **Multimedia** > **VoiceRecord**. Highlight a voice record and press Play/Pause  to play it. To stop the voice record while it's playing, press Play/Pause .



**Note:** Recording of calls is subject to varying State and Federal laws regarding privacy and recording of

conversations. Always obey the laws and regulations on the use of this feature.

## ACCESSIBILITY

### VOICE PLAYBACK

Your navigation and selections, read out loud.

To turn on voice readouts, press Menu  >  **Settings** > **Voice Playback** > **Speak Text**.






To use voice readouts:

- **Menus:** In menus, highlight an item (it will be read out loud).
- **Dialer & text entry:** As you type, each number or letter is read out loud.

**Tip:** Navigate through your menus to hear how voice readouts work on your phone.

### CALLER ID

When you want to **hear** who's calling:

- **Read out loud:** Have your caller announced—touch Menu  >  **Settings** > **Voice Playback** > **Speak Caller**.
- **Ringtones:** Assign a unique ringtone to a contact—press Menu  >  **Contacts**, highlight a contact, then touch Menu  > **Edit** > **[Ring Tone/Pict]** > **Ringer**, and select a ringtone. When finished, press **Save**.

## VOLUME & VIBRATE



Choose volume and vibrate settings that work for you.

- **Volume:** Press the Volume Key up to raise the volume, or press the Volume Key down to lower it.
- **Vibrate:** Press the Volume Key down until the phone vibrates.

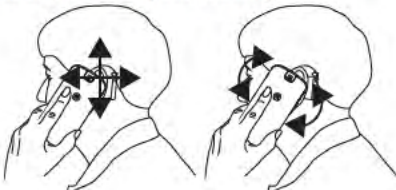
## HEARING AIDS

To help get a clear sound when using a hearing aid or cochlear implant, your phone may have been rated for use with hearing aids. If your phone's box has "Rated for Hearing Aids" printed on it, then please read the following guidance.



**Note:** Ratings are not a guarantee of compatibility, see "Hearing Aid Compatibility with Mobile Phones" in your legal and safety information. You may also want to consult your hearing health professional, who should be able to help you get the best results.

- **Settings:** Press Menu  >  **Settings** > **Phone Calls** > **Hearing Aid**. Select **Microphone** to optimize your phone for microphone coupling, or select **Telecoil** to optimize your phone for telecoil coupling.
- **Call volume:** During a call, press the side volume keys to set a call volume that works for you.

- **Position:** During a call, hold the phone to your ear as normal, and then rotate/move it to get the best position for speaking and listening.



## TTY

You can use your phone in TTY mode with standard teletype machines. Press Menu  >  **Settings** > **Phone Calls** > **TTY** > **On**, and select the mode you need:


- **TTY:** Type and read text on your TTY device.
- **HCO:** Hearing-Carry-Over—type text on your TTY device and listen to voice replies on your phone's speaker.
- **VCO:** Voice-Carry-Over—speak into your phone and read text replies on your TTY device.

**Note:** You'll need a cable/adaptor to connect your TTY device to the headset jack on your phone.

Refer to your TTY device guide for mode and usage information.



# SECURITY

## PHONE LOCK



**Find it:** Menu  >  **Settings** > **Security** > **Phone Lock** > **Lock Now** or **Auto Lock**



## CHANGE UNLOCK CODE

When you receive your phone, your unlock code is **0000**.



To change your unlock code, press Menu  >  **Settings** > **Security** > **Change Passwords** > **Unlock Code**. Enter the current unlock code and enter the new four digit unlock code. Re-enter the new four digit unlock code to confirm.

## KEYPAD LOCK

**Find it:** Menu  >  **Settings** > **Security** > **Keypad Lock** > **Lock Now** or **Auto Lock**



**Shortcut:** To lock the keypad, press Menu  > .

## LOCK YOUR SIM

To lock your SIM, press Menu  >  **Settings** > **Security** > **SIM PIN** > **On**.

**Caution:** If you enter an incorrect PIN code three times, your phone locks your SIM card and asks for your PIN unlock code.

## CHANGE SIM PIN

To change your SIM PIN, press Menu  >  **Settings**  
> **Security** > **Change Passwords** > **SIM PIN**.



## PUK CODE

To unlock your SIM PIN, you need to enter your PIN unlock code (PUK code) when prompted.

**Note:** Your PUK code is provided by your service provider.

## GPS PIN

When you receive your phone, your GPS PIN is **0000**.

To change your GPS PIN press Menu  >  **Settings**  
> **Security** > **Change Passwords** > **GPS PIN**. Enter the current GPS PIN and enter the new four-to-eight digit GPS PIN. Re-enter the new four- to eight-digit GPS PIN to confirm.

## FORGOT YOUR PASSWORD?

If you forget your password, contact your service provider.

## Battery Use & Safety

The following battery use and safety information applies to all Motorola mobile devices. **If your mobile device uses a non-removable main battery** (as stated in your product information), **details related to handling and replacing your battery should be disregarded**—the battery should only be replaced by a Motorola-approved service facility, and **any attempt to remove or replace your battery, unless performed by a service representative, may damage the product and void your warranty.**

**Important: Handle and store batteries properly to avoid injury or damage.** Most battery safety issues arise from improper handling of batteries, and particularly from the continued use of damaged batteries.

### DON'Ts

- **Don't disassemble, crush, puncture, shred, or otherwise attempt to change the form of your battery.**
- **Don't use tools, sharp objects, or excessive force to insert or remove the battery as this can damage the battery.**
- **Don't let the mobile device or battery come in contact with liquids.\*** Liquids can get into the mobile device's circuits, leading to corrosion.
- **Don't allow the battery to touch metal objects.** If metal objects, such as jewelry, stay in prolonged contact with the battery contact points, the battery could become very hot.
- **Don't place your mobile device or battery near a heat source.\*** High temperatures can cause the battery to swell, leak, or malfunction.
- **Don't dry a wet or damp battery with an appliance or heat source,** such as a hair dryer or microwave oven.

### DOs

- **Do avoid leaving your mobile device in your car in high temperatures.\***
- **Do avoid dropping the mobile device or battery.\*** Dropping these items, especially on a hard surface, can potentially cause damage.\*
- **Do contact your service provider or Motorola if your mobile device or battery has been damaged in any of the ways listed here.**

**\* Note:** Always make sure that any battery, connector and compartment covers are closed and secure to avoid direct exposure of the battery to any of these conditions, even if your product information states that your **mobile device** can resist damage from these conditions.

**Important: Motorola recommends you always use Motorola-branded batteries and chargers for quality assurance and safeguards.** Motorola's warranty does not cover damage to the mobile device caused by non-Motorola batteries and/or chargers. To help you identify authentic Motorola batteries from non-original or counterfeit batteries (that may not have adequate safety protection), Motorola provides holograms on its batteries. You should confirm that any battery you purchase has a "Motorola Original" hologram.

If you see a message on your display such as **Invalid Battery** or **Unable to Charge**, take the following steps:

- Remove the battery and inspect it to confirm that it has a "Motorola Original" hologram;
- If there is no hologram, the battery is not a Motorola battery;
- If there is a hologram, replace the battery and try charging it again;
- If the message remains, contact a Motorola authorized service center.

**Warning:** Use of a non-Motorola battery or charger may present a risk of fire, explosion, leakage, or other hazard.

**Proper and safe battery disposal and recycling:** Proper battery disposal is not only important for safety, it benefits the environment. You can recycle your used batteries in many retail or service provider locations. Additional information on proper disposal and recycling can be found at [www.motorola.com/recycling](http://www.motorola.com/recycling)

**Disposal:** Promptly dispose of used batteries in accordance with local regulations. Contact your local recycling center or national recycling organizations for more information on how to dispose of batteries.



**Warning:** Never dispose of batteries in a fire because they may explode.

## Battery Charging

**Notes for charging your product's battery:**

- During charging, keep your battery and charger near room temperature for efficient battery charging.
- New batteries are not fully charged.
- New batteries or batteries stored for a long time may take more time to charge.
- Motorola batteries and charging systems have circuitry that protects the battery from damage from overcharging.

## Third Party Accessories

Use of third party accessories, including but not limited to batteries, chargers, headsets, covers, cases, screen protectors and memory cards, may impact your mobile device's performance. In some circumstances, third party accessories can be dangerous and may void



your mobile device's warranty. For a list of Motorola accessories, visit [www.motorola.com/products](http://www.motorola.com/products)

## Driving Precautions

Responsible and safe driving is your primary responsibility when behind the wheel of a vehicle. Using a mobile device or accessory for a call or other application while driving may cause distraction, and may be prohibited or restricted in certain areas—always obey the laws and regulations on the use of these products.

### **While driving, NEVER:**

- Type, read, enter or review texts, emails, or any other written data.
- Surf the web.
- Input navigation information.
- Perform any other functions that divert your attention from driving.

### **While driving, ALWAYS:**

- Keep your eyes on the road.
- Use a handsfree device if available or required by law in your area.
- Enter destination information into a navigation device **before** driving.
- Use voice activated features (such as voice dial) and speaking features (such as audible directions), if available.
- Obey all local laws and regulations for the use of mobile devices and accessories in the vehicle.
- End your call or other task if you cannot concentrate on driving.

Remember to follow the “Smart Practices While Driving” at [www.motorola.com/callsmart](http://www.motorola.com/callsmart) (in English only).

## Seizures, Blackouts & Eyestrain

To reduce eyestrain and avoid headaches, it is always a good idea to hold the screen a comfortable distance from your eyes, use in a well-lit area, and take frequent breaks. Some people may be susceptible to seizures or blackouts (even if they have never had one before) when exposed to flashing lights or light patterns, such as when playing video games, or watching videos with flashing-light effects.

Discontinue use and consult a physician if any of the following symptoms occur: seizures, blackout, convulsion, eye or muscle twitching, loss of awareness, or disorientation.

If you or someone in your family has experienced seizures or blackouts, please consult with your physician before using an application that produces flashing-light effects on your mobile device.

## Caution About High Volume Usage

**Warning:** Exposure to loud noise from any source for extended periods of time may affect your hearing. The louder the volume sound level, the less time is required before your hearing could be affected. To protect your hearing:

- Limit the amount of time you use headsets or headphones at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.

If you experience hearing discomfort, including the sensation of pressure or fullness in your ears, ringing in your ears, or muffled speech, you should stop listening to the device through your headset or headphones and have your hearing checked.

For more information about hearing, see our website at

<http://direct.motorola.com/hellomoto/nss/AcousticSafety.asp> (in English only).



## Repetitive Motion

When you repetitively perform actions such as pressing keys or entering finger-written characters, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. If you continue to have discomfort during or after such use, stop use and see a physician.

## Children

**Keep your mobile device and its accessories away from small children.** These products are not toys and may be hazardous to small children. For example:

- A choking hazard may exist for small, detachable parts.
- Improper use could result in loud sounds, possibly causing hearing injury.
- Improperly handled batteries could overheat and cause a burn.

**Supervise access for older children.** Similar to a computer, if an older child does use your mobile device, you may want to monitor their access to help prevent:

- Exposure to inappropriate apps or content.
- Improper use of apps or content.
- Loss of data.

## Glass Parts

Some parts of your mobile device may be made of glass. This glass could break if the product receives a substantial impact. If glass breaks, do not touch or attempt to remove. Stop using your mobile device until the glass is replaced by a qualified service center.

# Operational Warnings

Obey all posted signs when using mobile devices in public areas.









## Potentially Explosive Areas


Potentially explosive areas are often, but not always, posted and can include blasting areas, fueling stations, fueling areas (such as below decks on boats), fuel or chemical transfer or storage facilities, or areas where the air contains chemicals or particles, such as grain dust, or metal powders.

When you are in such an area, turn off your mobile device, and do not remove, install, or charge batteries, unless it is a radio product type especially qualified for use in such areas and certified as "Intrinsically Safe" (for example, Factory Mutual, CSA, or UL approved). In such areas, sparks can occur and cause an explosion or fire.

## Symbol Key

Your battery, charger, or mobile device may contain symbols, defined as follows:

Symbol	Definition
	Important safety information follows.
	Do not dispose of your battery or mobile device in a fire.
 	Your battery or mobile device may require recycling in accordance with local laws. Contact your local regulatory authorities for more information.
 	Do not dispose of your battery or mobile device with your household waste. See "Recycling" for more information.
	Do not use tools.
	For indoor use only.

Symbol	Definition
	Listening at full volume to music or voice through a headset may damage your hearing.

## Radio Frequency (RF) Energy

### Exposure to RF Energy

Your mobile device contains a transmitter and receiver. When it is ON, it receives and transmits RF energy. When you communicate with your mobile device, the system handling your call controls the power level at which your mobile device transmits.

Your mobile device is designed to comply with local regulatory requirements in your country concerning exposure of human beings to RF energy.

### RF Energy Operational Precautions

For optimal mobile device performance, and to be sure that human exposure to RF energy does not exceed the guidelines set forth in the relevant standards, always follow these instructions and precautions:

- When placing or receiving a phone call, hold your mobile device just like you would a landline phone.
- If you wear the mobile device on your body, ensure that the device is positioned at least 2.5 cm (1 inch) away from the body, and if you use an accessory case or holder, ensure it is free of any metal.

### Two-Way Radio Operation

Your radio product has been designed and tested to comply with national and international standards and guidelines regarding human exposure to RF electromagnetic energy, when operated in the two-way mode (at the face, or at the abdomen when using an audio accessory) at usage factors of up to 50% talk/50% listen.

Transmit no more than the rated duty factor of 50% of the time. To transmit (talk), push the PTT button. To receive calls, release the PTT button. Transmitting 50% of the time or less, is important because this radio generates measurable RF energy only when transmitting (in terms of measuring for standards compliance).

When using your radio product as a traditional two-way radio, **hold the radio product in a vertical position with the microphone 2.5 to 5 cm (1 to 2 inches) away from the lips.**



## **RF Energy Interference/Compatibility**

Nearly every electronic device is subject to RF energy interference from external sources if inadequately shielded, designed, or otherwise configured for RF energy compatibility. In some circumstances, your mobile device may cause interference with other devices.

## **Follow Instructions to Avoid Interference Problems**

Turn off your mobile device in any location where posted notices instruct you to do so, such as hospitals or health care facilities.

In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.

## **Medical Devices**

If you have a medical device, including an implantable medical device such as a pacemaker or defibrillator, consult your healthcare provider and the device manufacturer's directions before using this mobile device.

Persons with implantable medical devices should observe the following precautions:

- ALWAYS keep the mobile device more than 20 centimeters (8 inches) from the implantable medical device when the mobile device is turned ON.
- DO NOT carry the mobile device in the breast pocket.
- Use the ear opposite the implantable medical device to minimize the potential for interference.
- Turn OFF the mobile device immediately if you have any reason to suspect that interference is taking place.

## **Specific Absorption Rate (FCC & IC)**

### **YOUR MOBILE DEVICE MEETS FCC AND IC LIMITS FOR EXPOSURE TO RADIO WAVES.**

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) adopted by the Federal Communications Commission (FCC) and Industry Canada (IC). These limits include a

substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 1.6 W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the FCC and IC guidelines for your device model are listed below:

Head SAR	iDEN 900, Bluetooth	1.17 W/kg
Body-worn SAR	iDEN 800, Bluetooth	1.38 W/kg

During use, the actual SAR values for your device are usually well below the values stated. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.

If you are interested in further reducing your RF exposure then you can easily do so by limiting your usage or simply using a hands-free kit to keep the device away from the head and body. Additional information can be found at [www.motorola.com/rfhealth](http://www.motorola.com/rfhealth).

## FCC Notice to Users

**The following statement applies to all products that bear the FCC logo and/or FCC ID on the product label.**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. See 47 CFR Sec. 15.105(b). These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See 47 CFR Sec. 15.19(a)(3).

Motorola has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment. See 47 CFR Sec. 15.21.

For products that support Wi-Fi 802.11a (as defined in product information): In the United States, do not use your device outdoors while connected to an 802.11a Wi-Fi network. The FCC prohibits such outdoor use since frequencies 5.15-5.25 GHz can cause interference with Mobile Satellite Services (MSS). Public Wi-Fi access points in this range are optimized for indoor use.

## Industry Canada Notice to Users

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause interference and (2) This device must accept any interference, including interference that may cause undesired operation of the device. See RSS-GEN 7.1.3. This Class B digital apparatus complies with Canadian ICES-003.

## Software Notices

**Warning against unlocking the bootloader or altering a product's operating system software:** Motorola strongly recommends against altering a product's operating system, which includes unlocking the bootloader, rooting a device or running any operating software other than the approved versions issued by Motorola and its partners. Such alterations may permanently damage your product, cause your product to be unsafe and/or cause your product to malfunction. In such cases, neither the product nor any damage resulting therefrom will be covered by warranty.

**Important FCC information:** You must not make or enable any changes to the product that will impact its FCC grant of equipment authorization. The FCC grant is based on the product's emission, modulation, and transmission characteristics, including: power levels, operating frequencies and bandwidths, SAR levels, duty-cycle, transmission modes (e.g., CDMA, GSM), and intended method of using the product (e.g., how the product is held or used in proximity to the body). A change to any of these factors will invalidate the FCC grant. It is illegal to operate a transmitting product without a valid grant.

# Location Services

The following information is applicable to Motorola mobile devices that provide location based functionality. Location sources can include GPS, AGPS and Wi-Fi.

Your mobile device can use *Global Positioning System* (GPS) signals for location-based applications. GPS uses satellites controlled by the U.S. government that are subject to changes implemented in accordance with the Department of Defense policy and the Federal Radio Navigation Plan. These changes may affect the performance of location technology on your mobile device.

Your mobile device can also use *Assisted Global Positioning System* (AGPS), which obtains information from the cellular network to improve GPS performance. AGPS uses your wireless service provider's network and therefore airtime, data charges, and/or additional charges may apply in accordance with your service plan. Contact your wireless service provider for details.

Your mobile device can also use *Wi-Fi* signals to determine your approximate location, using information from known and available Wi-Fi networks.

## Your Location

Location-based information includes information that can be used to determine the approximate location of a mobile device. Mobile devices which are connected to a wireless network transmit location-based information. Devices enabled with location technology also transmit location-based information. Additionally, if you use applications that require location-based information (e.g. driving directions), such applications transmit location-based information. This location-based information may be shared with third parties, including your wireless service provider, applications providers, Motorola, and other third parties providing services.

## Emergency Calls

When you make an emergency call, the cellular network may activate the AGPS technology in your mobile device to tell the emergency responders your approximate location.

AGPS has limitations and **might not work in your area**. Therefore:

- Always tell the emergency responder your location to the best of your ability; and
- Remain on the phone for as long as the emergency responder instructs you.

## Navigation

The following information is applicable to Motorola mobile devices that provide navigation features.



When using navigation features, note that mapping information, directions and other navigational data may contain inaccurate or incomplete data. In some countries, complete information may not be available. Therefore, you should visually confirm that the navigational instructions are consistent with what you see. All drivers should pay attention to road conditions, closures, traffic, and all other factors that may impact driving. Always obey posted road signs.

## Privacy & Data Security

Motorola understands that privacy and data security are important to everyone. Because some features of your mobile device may affect your privacy or data security, please follow these recommendations to enhance protection of your information:

- **Monitor access**—Keep your mobile device with you and do not leave it where others may have unmonitored access. Use your device's security and lock features, where available.
- **Keep software up to date**—If Motorola or a software/application vendor releases a patch or software fix for your mobile device that updates the device's security, install it as soon as possible.
- **Secure Personal Information**—Your mobile device can store personal information in various locations including your SIM card, memory card, and phone memory. Be sure to remove or clear all personal information before you recycle, return, or give away your device. You can also backup your personal data to transfer to a new device.  
**Note:** For information on how to backup or wipe data from your mobile device, go to [www.motorola.com/support](http://www.motorola.com/support)
- **Online accounts**—Some mobile devices provide a Motorola online account (such as MOTOBLUR). Go to your account for information on how to manage the account, and how to use security features such as remote wipe and device location (where available).
- **Applications and updates**—Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your phone's performance and/or have access to private information including account details, call data, location details and network resources.
- **Wireless**—For mobile devices with Wi-Fi features, only connect to trusted Wi-Fi networks. Also, when using your device as a hotspot (where available) use network security. These precautions will help prevent unauthorized access to your device.
- **Location-based information**—Mobile devices enabled with location based technologies such as GPS, AGPS or Wi-Fi, can transmit location-based information. See "Location Services" for more details.

- **Other information your device may transmit**—Your device may also transmit testing and other diagnostic (including location-based) information, and other non-personal information to Motorola or other third-party servers. This information is used to help improve products and services offered by Motorola.

If you have further questions regarding how the use of your mobile device may impact your privacy or data security, please contact Motorola at [privacy@motorola.com](mailto:privacy@motorola.com), or contact your service provider.

## Use & Care

To care for your Motorola mobile device, please observe the following:



### liquids

Don't expose your mobile device to water, rain, extreme humidity, sweat, or other liquids.



### drying

Don't try to dry your mobile device using a microwave oven, conventional oven, or dryer, as this may damage the mobile device.



### extreme heat or cold

Don't store or use your mobile device in temperatures below -10°C (14°F) or above 60°C (140°F). Don't recharge your mobile device in temperatures below 0°C (32°F) or above 45°C (113°F).



### dust and dirt

Don't expose your mobile device to dust, dirt, sand, food, or other inappropriate materials.



### cleaning

To clean your mobile device, use only a dry soft cloth. Don't use alcohol or other cleaning solutions.



### shock and vibration

Don't drop your mobile device.



### **protection**

To help protect your mobile device, always make sure that any battery, connector and compartment covers are closed and secure.

## **Recycling**

### **Mobile Devices & Accessories**

Please do not dispose of mobile devices or electrical accessories (such as chargers, headsets, or batteries) with your household waste, or in a fire. These items should be disposed of in accordance with the national collection and recycling schemes operated by your local or regional authority. Alternatively, you may return unwanted mobile devices and electrical accessories to any Motorola Approved Service Center in your region. Details of Motorola approved national recycling schemes, and further information on Motorola recycling activities can be found at:

[www.motorola.com/recycling](http://www.motorola.com/recycling)



### **Packaging & Product Guides**

Product packaging and product guides should only be disposed of in accordance with national collection and recycling requirements. Please contact your regional authorities for more details.

## **California Perchlorate Label**

Some mobile phones use an internal, permanent backup battery on the printed circuit board that may contain very small amounts of perchlorate. In such cases, California law requires the following label:

Perchlorate Material – special handling may apply when the battery is recycled or disposed of. See [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate) (in English only).

There is no special handling required by consumers.

## **Hearing Aid Compatibility with Mobile Phones**

Some Motorola phones are measured for compatibility with hearing aids. If the box for your particular model has "Rated for Hearing Aids" printed on it, the following explanation applies.

When some mobile phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are

more immune than others to this interference noise, and phones also vary in the amount of interference they generate.

The wireless telephone industry has developed ratings for some of their mobile phones, to assist hearing device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label on the box. To maintain the published Hearing Aid Compatibility (HAC) rating for this mobile phone, use only the original equipment battery model.

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Contact your service provider or Motorola for information on hearing aid compatibility. If you have questions about return or exchange policies, contact your service provider or phone retailer.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

**M-Ratings:** Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

**T-Ratings:** Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from mobile phones.

## Software Copyright

Motorola products may include copyrighted Motorola and third-party software stored in semiconductor memories or other media. Laws in the United States and other countries preserve for Motorola and third-party software providers certain exclusive rights for copyrighted software, such as the exclusive rights to distribute or reproduce the copyrighted software. Accordingly, any copyrighted software contained in Motorola products may not be modified, reverse-engineered, distributed, or reproduced in any manner to the extent allowed

by law. Furthermore, the purchase of Motorola products shall not be deemed to grant either directly or by implication, estoppel, or otherwise, any license under the copyrights, patents, or patent applications of Motorola or any third-party software provider, except for the normal, non-exclusive, royalty-free license to use that arises by operation of law in the sale of a product.

## Content Copyright

The unauthorized copying of copyrighted materials is contrary to the provisions of the Copyright Laws of the United States and other countries. This device is intended solely for copying non-copyrighted materials, materials in which you own the copyright, or materials which you are authorized or legally permitted to copy. If you are uncertain about your right to copy any material, please contact your legal advisor.

## Open Source Software Information

For instructions on how to obtain a copy of any source code being made publicly available by Motorola related to software used in this Motorola mobile device, you may send your request in writing to the address below. Please make sure that the request includes the model number and the software version number.

MOTOROLA MOBILITY LLC

OSS Management

600 North US Hwy 45

Libertyville, IL 60048

USA

The Motorola website [opensource.motorola.com](http://opensource.motorola.com) (in English only) also contains information regarding Motorola's use of open source.

Motorola has created the [opensource.motorola.com](http://opensource.motorola.com) website to serve as a portal for interaction with the software community-at-large.

## Export Law Assurances

This product is controlled under the export regulations of the United States of America and Canada. The Governments of the United States of America and Canada may restrict the exportation or re-exportation of this product to certain destinations. For further information contact the U.S. Department of Commerce or the Canadian Department of Foreign Affairs and International Trade.

## Product Registration

Online Product Registration:

[www.motorola.com/us/productregistration](http://www.motorola.com/us/productregistration) (in English only)

Product registration is an important step toward enjoying your new Motorola product. Registering permits us to contact you for product or software updates and allows you to subscribe to updates on new products or special promotions. Registration is not required for warranty coverage.

Please retain your original dated sales receipt for your records. For warranty service of your Motorola product you will need to provide a copy of your dated sales receipt to confirm warranty status.

Thank you for choosing a Motorola product.

## Service & Repairs

If you have questions or need assistance, we're here to help.

Go to [www.motorola.com/repair](http://www.motorola.com/repair) (United States), where you can select from a number of customer care options. You can also contact the Motorola Customer Support Center at 1-800-453-0920 (United States), 1-877-483-2840 (TTY, TDD United States for hearing impaired), or 1-800-461-4575 (Canada).

## How to Obtain Service or Other Information

1. Please access and review the online Customer Support section of Motorola's consumer website prior to requesting warranty service.
2. If the Product is still not functioning properly after making use of this resource, please contact the Warrantor listed at the Motorola website or the contact information for the corresponding location.
3. A representative of Motorola, or of a Motorola Authorized Repair Center, will help determine whether your Product requires service. You may be required to download, or otherwise obtain and accept software updates from Motorola or a Motorola Authorized Repair Center. You are responsible for any applicable carrier service fees incurred while obtaining the required downloads. Complying with the warranty process, repair instructions and accepting such software updates is required in order to receive additional warranty support.
4. If the software update does not fix the problem, you will receive instructions on how to ship the Product to a Motorola Authorized Repair Center or other entity.
5. To obtain warranty service, as permitted by applicable law, you are required to include: (a) a copy of your receipt, bill of sale or other comparable proof of purchase; (b) a written description of the problem; (c) the name of your service provider, if applicable; (d) your address and telephone number. In the event the Product is not covered by the Motorola Limited Warranty, Motorola will inform the consumer of the availability, price and other

conditions applicable to the repair of the Product.

**To obtain service or other information, please access and review the online Customer Support section of Motorola's consumer website at [www.motorola.com](http://www.motorola.com).**

## Motorola Mobility LLC Limited Global Warranty Mobile Phones

**Note: This Limited Warranty is not applicable in Quebec, Canada.**

**FOR CONSUMERS WHO ARE COVERED BY CONSUMER PROTECTION LAWS OR REGULATIONS IN THEIR COUNTRY OF PURCHASE OR, IF DIFFERENT, THEIR COUNTRY OF RESIDENCE, THE BENEFITS CONFERRED BY THIS LIMITED WARRANTY ARE IN ADDITION TO ALL RIGHTS AND REMEDIES CONVEYED BY SUCH CONSUMER PROTECTION LAWS AND REGULATIONS.**

### Who is Covered?

This Limited Warranty extends only to the first consumer purchaser of the Product, and is not transferable.

### What Does this Limited Warranty Cover?

Motorola Mobility LLC or its subsidiaries' warranty obligations are limited to the terms and conditions set forth herein. Subject to the exclusions contained below, Motorola Mobility LLC or its subsidiaries ("Motorola") warrant this Mobile Phone, and any in-box accessories which accompany such Mobile Phone ("Product") against defects in materials and workmanship, under normal consumer use, for a period of ONE (1) YEAR from the date of retail purchase by the original end-user purchaser, or the period of time required by the laws of the country where the Product is purchased, whichever is longer ("Warranty Period").

Repairs made under this Limited Warranty are covered for the balance of the original Warranty Period, or 90 days from the date of service, whichever is longer. Any upgrade to the original product will be covered only for the duration of the original Warranty Period.

This Limited Warranty is only available in the country where the Product was purchased.

Motorola may provide service outside the country of purchase, to the extent that it is possible and under the terms and conditions of the country of purchase.

This Limited Warranty applies only to new Products which are a) manufactured by or for Motorola as identified by the "Motorola" trademark, trade name, or logo legally affixed to them; b) purchased by consumers from an authorized reseller or distributor of Motorola Products; and c) accompanied by this written Limited Warranty.

## What Will Motorola Do?

If a covered defect or damage arises and a valid warranty claim is received within the applicable Warranty Period, Motorola, at its sole option, unless otherwise required by applicable law, will either (1) repair, at no charge, the defect or damage using new, used or reconditioned/refurbished functionally equivalent replacement parts; or (2) exchange the Product with a replacement Product that is new or which has been reconditioned/refurbished or otherwise remanufactured from new or used parts and is functionally equivalent to the original Product; or (3) refund the purchase price of any Products covered by the terms and conditions of this Limited Warranty.

Products, parts and supporting documentation provided to Motorola as part of the warranty process, shall become the property of Motorola, and may not be returned. When a replacement or refund is given, the Product for which the replacement or refund is provided must be returned to Motorola and shall become the property of Motorola.

## Exclusions (Products and Accessories)

**This warranty does not apply to:**

(a) **Consumable parts**, such as batteries or protective coatings designed to diminish over time unless failure has occurred due to a defect in materials or workmanship. As with all batteries, the maximum capacity of the battery will decrease with time and use; this is not a defect. Only defective batteries and batteries that leak are covered by this warranty.

(b) **Cosmetic damage**, including but not limited to scratches, dents, cracks or other cosmetic damage.

(c) **Damage caused by use with non-Motorola products**. Defects or damage that result from the use of non-Motorola branded or certified Products, accessories or other peripheral equipment, including without limitation housings, parts, or software, are excluded from coverage.

(d) **Damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external causes**; including but not limited to: (i) improper usage or operation (e.g. operating the Product outside their permitted or intended uses as defined by Motorola, including but not limited to as set forth by Motorola in the Products' User Manual, Quick Start Guide, Online Tutorials, and other documentation), improper storage (e.g. subjecting the Product to extreme temperatures), abuse or neglect (e.g. broken/bent/missing clips/fasteners/connectors); impact damage (e.g. dropping the Product) (ii) contact with liquids, water, rain, extreme humidity, heavy perspiration or other moisture; sand, food, dirt or similar substances (except for Products sold as resistant to such substances, but only to the extent the damage was not caused by incorrectly securing the phone's protective elements or subjecting the Product to conditions beyond its stated specifications or limits); (iii) use of the



Products for commercial rental purposes; or (iv) external causes or acts which are not the fault of Motorola, including but not limited to flood, fire, earthquake, tornado or other acts of God, are excluded from coverage.

(e) **Unauthorized Service or Modification.** Defects or damage resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way, including but not limited to tampering with or altering the software, by someone other than Motorola, or its authorized service centers, are excluded from coverage. Notwithstanding the foregoing, any Product which has had its bootloader unlocked, or whose operating system has been altered, including any failed attempts to unlock the bootloader or alter such operating system, is not covered by this warranty, regardless of whether such modifications are authorized, approved, or otherwise sanctioned by Motorola.

(f) **A product or part that has been modified in any manner without the written permission of Motorola.** Products that have been altered in any manner so as to prevent Motorola from determining whether such Products are covered under the terms of this Limited Warranty are excluded from coverage. The foregoing shall include but not be limited to (i) serial numbers, date tags or other manufacturer coding that has been removed, altered or obliterated; (ii) mismatched or duplicated serial numbers; or (iii) broken seals or other evidence of tampering. Do not open the Product or attempt to repair the Product yourself; such conduct may cause damage that is not covered by this warranty.

(g) **Normal wear and tear or otherwise due to the normal aging of the Product.**

(h) **Defects, damages, or the failure of the Product due to any communication service or network you subscribe to or use with the Products.**

(i) **All software, including operating system software, third-party software, applications, and all other software of any kind.** Software distributed by Motorola is provided "AS-IS" and "AS AVAILABLE," "WITH ALL FAULTS" and without a warranty of any kind. The Limited Warranty does not apply to any non-Motorola product or any software, even if packaged or sold with the Motorola hardware, unless otherwise required by applicable local law.

(j) **Products that have been refurbished, reconditioned, or remanufactured,** except for Products repaired or replaced pursuant to the terms of this Limited Warranty. If damage is outside the scope of warranty coverage, repair services may be available, but all costs associated with such out of warranty repair will be your responsibility.

## What Other Limitations are There?

- TO THE EXTENT PERMITTED BY APPLICABLE LAW, THIS LIMITED WARRANTY AND THE REMEDIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES, WHETHER ORAL OR WRITTEN, STATUTORY, EXPRESS OR

IMPLIED. NO ORAL OR WRITTEN REPRESENTATIONS MADE BY MOTOROLA OR ANY SELLER, RESELLER OR DISTRIBUTOR OF THE PRODUCTS, INCLUDING EMPLOYEES AND AGENTS THEREOF, SHALL CREATE ANY ADDITIONAL WARRANTY OBLIGATIONS, INCREASE THE SCOPE, OR OTHERWISE MODIFY IN ANY MANNER THE TERMS OF THIS LIMITED WARRANTY.

- TO THE EXTENT PERMITTED BY APPLICABLE LAW, MOTOROLA SPECIFICALLY DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT AND ALL WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS. WHERE SUCH STATUTORY OR IMPLIED WARRANTIES CANNOT LAWFULLY BE DISCLAIMED, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THE EXPRESS LIMITED WARRANTY CONTAINED HEREIN AND THE REMEDIES OF REPAIR, REPLACEMENT, OR REFUND AS DETERMINED BY MOTOROLA IN ITS SOLE DISCRETION SHALL BE THE EXCLUSIVE REMEDY OF THE CONSUMER.
- TO THE EXTENT PERMITTED BY APPLICABLE LAW, MOTOROLA DOES NOT WARRANT THAT THE OPERATION OF ANY PRODUCTS OR SOFTWARE COVERED UNDER THIS LIMITED WARRANTY WILL MEET YOUR REQUIREMENTS, WORK IN COMBINATION WITH ANY HARDWARE OR SOFTWARE APPLICATIONS OR THIRD PARTY SERVICES, BE UNINTERRUPTED, ERROR-FREE, OR WITHOUT RISK TO, OR LOSS OF, ANY INFORMATION, DATA, SOFTWARE OR APPLICATIONS CONTAINED THEREIN, OR THAT DEFECTS IN THE PRODUCTS OR SOFTWARE WILL BE CORRECTED.
- TO THE EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL MOTOROLA BE LIABLE, WHETHER IN CONTRACT, TORT OR UNDER OTHER LEGAL THEORY (INCLUDING NEGLIGENCE), FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCTS, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS; LOSS OF BUSINESS; BUSINESS INTERRUPTION; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, OR CORRUPTION OF INFORMATION, DATA, SOFTWARE OR APPLICATIONS (INCLUDING ANY COSTS ASSOCIATED WITH RECOVERING, PROGRAMMING, OR REPRODUCING ANY INFORMATION, DATA, SOFTWARE OR APPLICATIONS STORED ON OR USED WITH MOTOROLA PRODUCTS, OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF ANY INFORMATION OR DATA STORED ON THE PRODUCTS); OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS.
- SOME STATES OR JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR THE EXCLUSION OR LIMITATION ON

THE LENGTH OF AN IMPLIED WARRANTY, OR THE LIMITATION OR EXCLUSION OF DAMAGES FOR PERSONAL INJURIES CAUSED BY NEGLIGENCE, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE OR JURISDICTION.

- **DATA BACKUP:** ALL INFORMATION, DATA, SOFTWARE OR OTHER APPLICATIONS, INCLUDING BUT NOT LIMITED TO PERSONAL CONTACTS, ADDRESS BOOKS, PICTURES, MUSIC AND GAMES WILL BE ERASED DURING THE REPAIR PROCESS, AND CAN NOT BE REINSTALLED BY MOTOROLA. TO AVOID LOSING SUCH INFORMATION, DATA, SOFTWARE OR OTHER APPLICATIONS PLEASE CREATE A BACK UP BEFORE YOU DELIVER YOUR PRODUCT FOR WARRANTY SERVICE, REMOVE ANY CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION AND DISABLE ANY SECURITY PASSWORDS. YOU WILL BE RESPONSIBLE FOR REINSTALLING ALL SUCH INFORMATION, DATA, SOFTWARE, OTHER APPLICATIONS AND PASSWORDS. MOTOROLA AND/OR ITS AUTHORIZED SERVICE CENTERS ARE NOT RESPONSIBLE FOR THE LOSS OR MISUSE OF ANY DATA, FILES, CONTENT, APPLICATIONS AND PROGRAMS WHEN THE PRODUCT IS DELIVERED FOR WARRANTY SERVICE. YOUR PRODUCT OR A REPLACEMENT PRODUCT WILL BE RETURNED TO YOU AS YOUR PRODUCT WAS CONFIGURED WHEN ORIGINALLY PURCHASED, SUBJECT TO APPLICABLE SOFTWARE UPDATES. MOTOROLA MAY INSTALL OPERATING SYSTEM SOFTWARE UPDATES AS PART OF WARRANTY SERVICE THAT MAY PREVENT THE PRODUCT FROM REVERTING TO AN EARLIER VERSION OF THE OPERATING SYSTEM SOFTWARE. THIRD PARTY APPLICATIONS INSTALLED ON THE PRODUCT MAY NOT BE COMPATIBLE OR WORK WITH THE PRODUCT AS A RESULT OF THE OPERATING SYSTEM SOFTWARE UPDATE. MOTOROLA AND ITS AUTHORIZED SERVICE CENTERS ARE NOT RESPONSIBLE FOR THE LOSS OF, OR INABILITY TO USE, SUCH INFORMATION, DATA, SOFTWARE OR OTHER APPLICATIONS.
- **WARNING AGAINST UNLOCKING THE BOOTLOADER OR ALTERING A PRODUCT'S OPERATING SYSTEM SOFTWARE:** MOTOROLA STRONGLY RECOMMENDS AGAINST ALTERING A PRODUCT'S OPERATING SYSTEM, WHICH INCLUDES UNLOCKING THE BOOTLOADER, ROOTING A DEVICE OR RUNNING ANY OPERATING SOFTWARE OTHER THAN THE APPROVED VERSIONS ISSUED BY MOTOROLA AND ITS PARTNERS. SUCH ALTERATIONS MAY PERMANENTLY DAMAGE YOUR PRODUCT, CAUSE YOUR PRODUCT TO BE UNSAFE AND/OR CAUSE YOUR PRODUCT TO MALFUNCTION. IN SUCH CASES, NEITHER THE PRODUCT NOR ANY DAMAGE RESULTING THEREFROM WILL BE COVERED BY THIS WARRANTY.
- **IMPORTANT FCC INFORMATION:** YOU MUST NOT MAKE OR ENABLE ANY CHANGES TO THE PRODUCT THAT WILL IMPACT ITS FCC GRANT OF EQUIPMENT AUTHORIZATION.

THE FCC GRANT IS BASED ON THE PRODUCT'S EMISSION, MODULATION, AND TRANSMISSION CHARACTERISTICS, INCLUDING: POWER LEVELS, OPERATING FREQUENCIES AND BANDWIDTHS, SAR LEVELS, DUTY-CYCLE, TRANSMISSION MODES (E.G., CDMA, GSM), AND INTENDED METHOD OF USING THE PRODUCT (E.G., HOW THE PRODUCT IS HELD OR USED IN PROXIMITY TO THE BODY). A CHANGE TO ANY OF THESE FACTORS WILL INVALIDATE THE FCC GRANT. IT IS ILLEGAL TO OPERATE A TRANSMITTING PRODUCT WITHOUT A VALID GRANT.

## Copyright & Trademarks

Motorola Mobility LLC  
Consumer Advocacy Office  
600 N US Hwy 45  
Libertyville, IL 60048  
[www.motorola.com](http://www.motorola.com)

**Note:** Do not ship your product to the above address. If you need to return your product for repairs, replacement, or warranty service, please contact the Motorola Customer Support Center at:

1 (800) 453-0920 (United States)

1 (877) 483-2840 (TTY, TDD United States for hearing impaired)

Certain features, services and applications are network dependent and may not be available in all areas; additional terms, conditions and/or charges may apply. Contact your service provider for details.

All features, functionality, and other product specifications, as well as the information contained in this guide, are based upon the latest available information and believed to be accurate at the time of printing. Motorola reserves the right to change or modify any information or specifications without notice or obligation.

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**Caution:** Motorola does not take responsibility for changes/modification to the transceiver.

Product ID: Motorola i418

Manual Number: NNTN9260A

